


	<div> Weekly Report</div>	Week Ending							
		12/12/2020	12/5/2020	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	5,161	5,352	15,654	8,963	4,925	5,409	2,316	47,780
	# Indexes Complete	4,011	4,053	12,511	7,847	4,380	4,513	1,598	38,913
	% Indexes Complete	77.7%	75.7%	79.9%	87.5%	88.9%	83.4%	69.0%	81.4%
	# Indexes unreachable (Max Attempts)	1,106	1,251	2,947	982	494	809	651	8,240
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	21.4%	23.4%	18.8%	11.0%	10.0%	15.0%	28.1%	17.2%
	# Indexes Attempted calls (all completions + at least 1 attempt)	5,159	5,352	15,647	8,963	4,925	5,407	2,312	47,765
	Average time from Index Received to Index Reached	0.05:31:09	0.19:31:20	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.11:39:47
	Average Index Handle Time	0.00:10:13	0.00:09:26	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:10:18
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	72.9%	46.3%	56.6%	81.0%	83.2%	78.4%	62.6%	68.7%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	81.1%	70.0%	98.9%	99.5%	99.6%	99.9%	92.7%
Contacts	# contacts generated	8,042	7,343	29,780	20,718	12,680	9,540	3,326	91,429
	# contacts generated per Index Complete	2.0	1.8	2.4	2.6	2.9	2.1	2.1	2.3
	# contacts complete	6,327	5,597	21,838	16,801	11,101	8,007	2,129	71,800
	% contacts complete	78.7%	76.2%	73.3%	81.1%	87.5%	83.9%	64.0%	78.5%
	# contacts unreachable (Max Attempts + missing phone numbers)	1,527	1,600	7,250	3,740	1,383	1,369	1,118	17,987
	% contacts unreachable (Max Attempts + missing phone numbers)	19.0%	21.8%	24.3%	18.1%	10.9%	14.4%	33.6%	19.7%
	# contacts attempted calls (all completions + at least 1 attempt)	8,009	7,341	29,718	20,718	12,666	9,538	3,326	91,316
	Average Time from Contact Generated to Contact Reached	0.04:41:04	0.14:01:36	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.11:20:26
	Average Contact Handle Time	0.00:10:03	0.00:09:33	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:46
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	74.7%	56.6%	52.8%	74.2%	83.1%	78.6%	61.6%	68.8%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.9%	93.3%	75.0%	98.1%	99.1%	99.8%	99.8%	95.5%
	Average Time from receipt of initial case name to full completion of all related contacts	0.14:16:05	1.12:53:39	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.08:39:01